

Attorney Docket: 02324-019001

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Applicant : Luis Ortiz et al.

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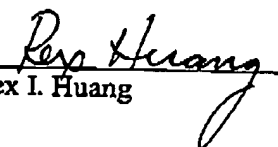
Title : COMPUTER TELEPHONY SYSTEM USING MULTIPLE HARDWARE
PLATFORMS TO PROVIDE TELEPHONY SERVICES

Sir:

Attached is an agenda for telephone interview.

Respectfully submitted,

Date: January 22, 2004


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Agenda for telephone interview:

1. The Coile and Terry references and the limitation of claim 7 that says "service modules configured to manipulate resources to facilitate the performance of computer telephony services for other service modules, wherein communication among the service modules uses message packets having a common protocol."
2. The Coile and Terry references and the limitation of claim 1 that says "service modules residing on each of the platforms, wherein the service modules manipulate the resources according to platform-dependent protocols to facilitate performance of the computer telephony services for other service modules, and communication among the service modules using message packets having a common, platform-independent protocol."